Process Name: Collecting Nonpayment of Tuition and Fees  
Date: October 25, 2005  
Time: 3 pm  
Location: ACR207  

Participants: Laura Lannom, Jim Senneff  
Session Lead: Laura Lannom  

Narrative/Description:

Withdrawn students: Collections Supervisor receives copies of student withdrawal forms weekly from Student Support Services. The Collections Accounting Assistant then reviews each withdrawn student’s account to see if he/she has debit/credit balances in his/her Tuition/Fees and/or Short-term Loan Account(s). Balances are netted out against each other and, if a net debit balance exists, Registration & Transcript Holds are placed on the student’s account. The Accounting Assistant then checks with Financial Aid to see if the student is to be charged with any funds returned to DOE or lenders. When verification is complete and returned funds charged into student’s account (if applicable), the Collections Supervisor sends a certified letter to the student informing him/her of the debt and requesting a prompt reply. Pertinent information is placed on a spreadsheet for future follow-up. Each month, the Collections Accounting Assistant reviews the spreadsheet for follow-up action. If no reply has been received or appropriate action taken after 30 days, interest is calculated/frozen, the account is sent to collection, & appropriate notations are made in the Receivables Notes & Short Term Loan Databases.

All other students: After the final payment deadline passes each semester, Registration & Transcript Holds are placed on accounts of all students who have outstanding balances. (NOTE: For graduating seniors, a reminder letter is sent to each one who has an outstanding balance after the first payment deadline has passed.) If it is a long semester, a past-due notice is sent via e-mail to each student with an outstanding balance. The next semester, after the final registration date has passed, each of the above student accounts is reviewed. If the student is not currently enrolled, or no satisfactory payment arrangements have been made, the first collection warning letter is sent. This process is repeated two more times. The third & final letter is sent certified. If no appropriate action has been taken by the student, the account is sent to collection. After 4 years, if the collection agency has been unable to collect, the account is withdrawn from collection & written off. (NOTE: Repayment agreements initiated by Collections Department and signed by the student are evaluated each year. If the student’s payment record has been unsatisfactory, the account may be sent to collection without further notice.)

Electronic Inputs: Short-term loan database, Receivable Notes database, “bbdaudit” focus report from OIT  
Manual/Paper Inputs: Withdrawal forms, Repayment agreements  
Key Decision Points (list all): Did student withdraw? Did student contact us to make a repayment agreement?  
Related Policy(s):  
Interface to Other Systems:
Web Features: None
Electronic Outputs: Collection action listing (Excel Spreadsheet) e-mailed to collection agency; past-due notices e-mailed to students.
Manual/Paper Outputs: Collection letters mailed to students.
Customer(s): Students

Regulatory Items: Law requiring than only one entity (i.e., creditor or collection agency) may pursue a debtor for collection at any given time
Frequency/Volume: 550 e-mails & 250 letters each long semester
Potential Break Points: System down time; loss of databases
Automation: None
Issues: Timely notification & follow-up with students